

What's Up DACH?



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HOT News

MEDBASE is the Army's interim force enterprise solution for capturing medical readiness data, to include pre and post deployment information.

Our MEDBASE team automated and consolidated the entire medical readiness processes to provide a mechanism for tracking the health of soldiers, and received the May Fort Hood Heroes' Award

MEDDAC Happenings

Hearts of Gold

Customer Service has become increasingly important as competition for our beneficiaries' loyalty has reached new heights. Employees who interact with customers, either external or internal, and provide exceptional customer service should be recognized and rewarded.

To nominate an individual for exceptional customer service, fill out the Hearts of Gold Nomination card available at the Information Desk in the main lobby, at the main reception desks of outlying clinics, or go to Darnall's Website.

The Hearts of Gold Committee will select a winner every month from the nominations.

Commander's Corner

MEDDAC Staff,

Over the last several months, we and the rest of the AMEDD have faced enormous budgetary challenges. This will continue through the fiscal year. In spite of these challenges, the MEDDAC has continued to provide the very best in care.

I am extremely proud of how our entire organization has pulled together as One Team to pull through trying times. Everywhere I go, I see how hard our dedicated staff works every day and every night. All our staff from Red River Health Clinic at Red River Army Depot, to TMC 14 at North Fort Hood, to DACH. and everywhere in between has shown the utmost care and professionalism.

We have had numerous VIP's come through to include our President, the Secretary of the Army, Assistant Secretary of Defense for Reserve Affairs, as well as countless celebrities. All of them have commented on the quality of our care and our staff.

While I do not yet know how the budget for FY05 will look, I am confident we will continue our success and professionalism. As we continue to receive injured soldiers from Iraq, SRP thousands of soldiers, and maintain our steady state of operations, I would like to briefly review the "Caring" pillar of my Commander's Intent.

Caring – Treat patients as you would like to be treated – with dignity, respect and empathy. Listen to your patients. Lead people as you would like to be led; follow, as you would like to be followed. Study and live the Army's values. Treat every patient special.

Caring also means excelling in the 3A's. These are Availability – be there and bring services as close to the patient as we can; Affability – no surprise to the patient in everything from appointment procedures to surgical procedures; and Ability – technical expertise in executing all aspects of patient care.

We will continue going the extra mile for our patients. Never use regulations, memos, and guidelines as an excuse for not going that extra mile. We will continue our enormous success in our compassionate and expeditious Medical Evaluation Board process.

Caring also means caring for those we lead. We have made enormous strides in improving the timeliness of our OER's, NCOER's and civilian evaluations, which will continue to improve.

Lastly, say "Thank You" to our patients and to each other. I want to say "Thank You" to every member of our great organization for what you do every day and every night. No matter what our challenges may bring, we will continue to stand tall. One Team!

Col. Bernard DeKoning



Training Opportunities

Customer Service Class

The next Customer Service Class is scheduled for May 21 from 7:30 to 11:30a.m. in the hospital auditorium.

Ethics Committee

Darnall has an Ethics Committee which can be used as a resource to help providers and hospital employees manage ethical issues. The committee meets on the second Tuesday of every month in the DCCS' conference room; ad hoc sessions can be held if needed. Please contact the DCCS office at 288-8482 to discuss any ethical concerns.

Conscious Sedation Class

The next Conscious Sedation Class is scheduled for Jun. 25 from 8 a.m. – noon in building 36001 in room 158. Please email CPT Miles to sign up for the class.

Documentation-Improvement

A documentation-improvement training course is now posted on the Darnall website, at Staff, Hospital Intranet, in the Health Education Training. This training must be completed by physicians, midwives, residents and physician assistants. Please call the Division of Readiness, Education, Training and Security (DRETS) at 286-7236 for further information.

May is Asian Pacific Heritage Month

Asian Pacific Heritage month will be celebrated May 21 at 3:30p.m. in the Hospital Auditorium. The event features cultural performances in dancing and singing, displays and food sampling.

Did You Know?

TRICARE, the Next Generation of Contracts

TRICARE, the military's health plan, was first implemented in 1995. Over the last nine years we've worked closely with our TRICARE partner, HealthNet Federal Services (formerly Foundation Health Federal Services) to provide beneficiaries with quality health care. HNFS' contract ends Oct. 31, and a new TRICARE contract begins Nov. 1, 2004. Our new TRICARE partner is Humana. The biggest change to the new generation of contracts is how the hospital conducts the business of delivering health care. Watch for more information.

Prayer Breakfast

The next Prayer Breakfast is scheduled at 6:45 a.m., June 2, in the Hospital Auditorium.

Performance Improvement Suggestion

Anyone can submit a suggestion to improve something at Darnall. Simply complete the PI Suggestion form 254 and drop it off in the QI Office, room 2431. All suggestions are discussed at the monthly Executive Committee meeting and the submitter will get feedback. Any questions can be directed to the QI office at 286-7097.

More News

Congratulations to the following outstanding people who have been promoted or received an award.

CPT Carolyn Fota, PAD, Promotion to MAJ
1LT Johnna Turner, Nutrition Care,

Promotion to CPT

Maria Aponte, Logistics Div., Promotion
Dionne Cook, Dept. of Pathology, Promotion
Rosemarie Reyes, DFCM, Promotion
Patricia Chiti Superior Civil Service Award
Michael Adams Commander's Award for

Civil Service

Robert Smith Commander's Award for Civil
Service

PFC Tamesha Thompson, Pharmacy, Hearts
of Gold Award

Third Party Collections Program Awardees

\$10,000 will be awarded and shared among
three clinics each month. The criteria is
quality and quantity of collecting third party
information, processing them correctly and
service, clinics doing the right thing.

Dept of Emergency Med...Quality Award

Dept of Emergency Med...Most TPCP Seen

The Moore Health Clinic...Visit Award

The Bennett Health Clinic...Visit Award

JCAHO Journal

Facts about the Joint Commission on Accreditation of Healthcare Organizations.

The Joint Commission evaluates and accredits more than 16,000 health care organizations and programs in the United States. An independent, not-for-profit organization, JCAHO is the nation's predominant standards-setting and accrediting body in health care. Since 1951, JCAHO has developed state-of-the-art, professionally based standards and evaluated the compliance of health care organizations against these benchmarks.

JCAHO is governed by a 29-member Board of Commissioners that includes nurses, physicians, consumers, medical directors, administrators, providers, employers, a labor representative, The Board of Commissioners brings to JCAHO's corporate members are the American College of Physicians-American Society of Internal Medicine, the American College of Surgeons, the American Dental Association, the American Hospital Association and the American Medical Association.

Promoting Good Nutrition At Troop Dining Facilities

By Lt. Col. Will Wheeler
Chief, Nutrition Care Division

March is gone and so is another National Nutrition Month. This year Darnall dietitians celebrated the month by going to troop dining facilities to promote good nutrition and this year's National Nutrition Month Theme, "Eat Smart, Stay Healthy."

Attractive tri-folds that contained "smart" nutrition information were displayed. Dietitians and Nutrition Care Specialists (91Ms) were available during the lunch meals to answer questions.

The event was so well received that dining facility managers have asked that we continue periodic visits to post dining facilities. If you happen to be away from our wonderful hospital dining facility during a meal and you visit another dining facility, you may see a familiar face or two doing what we enjoy best, promoting good nutrition!

